I. GENERAL INFORMATION

1. **SOLICITATION NO:** VA-669-21-000010

2. **ISSUANCE DATE:** 09/24/21

3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** 10/08/2021 at 17:30

4. **POINT OF CONTACT:** Executive Officer, email at LiberiaHR@usaid.gov

5. **POSITION TITLE: Computer Management Specialist (Systems Manager)**

6. **MARKET VALUE:** USD 40,344 to 64,550 **[USD]** equivalent to **FSN-11**
   In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID Final compensation will be negotiated within the listed market value.

7. **PERIOD OF PERFORMANCE:** Initial contract will be for one year with optional years included for extension based on the programmatic needs, funding availability, and performance. This is considered a permanent position. Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply.

8. **PLACE OF PERFORMANCE:** Monrovia, Liberia with possible travel as stated in the Statement of Duties.

9. **ELIGIBLE OFFERORS:** Individuals who are Liberian citizens or non-Liberian citizens lawfully admitted for permanent residence in Liberia. Current employees serving a probationary period with the mission are not eligible to apply.

10. **SECURITY LEVEL REQUIRED:** Facility and computer access.

11. STATEMENT OF DUTIES
BASIC FUNCTION OF POSITION:

Within the Executive Office of USAID/Liberia the Executive Office's Information Technology (IT) team is responsible for providing computer network operations and support to the Mission's approximately 107 staff. The USAID/Liberia Information Management Specialist (Systems Manager) is the principal advisor, manager and technical expert on all aspects of computer systems for USAID/Liberia and assumes all the duties and responsibilities of the IT team. Reporting directly to the Supervisory Executive Officer, the incumbent is directly responsible and accountable for the management and administration of the computer facility and related human and financial resources, systems analysis, programming, installation, testing, evaluation, monitoring capacity and performance on all platforms, maintaining security, operating systems and application programs. The incumbent will directly supervise two employees, Computer Management Assistants. The position is a member of the USAID Mission's Management Team and escalates all IT issues to the Supervisory, or Deputy Executive Officers as required.

MAJOR DUTIES AND RESPONSIBILITIES:
A. Systems Administration/Maintenance **(30%)**

- Plan and develop innovative ways of expansion of Mission network and all technology resources to accommodate new positions, teams, and new ways of doing business considering local business needs.
- Provide first-hand hardware maintenance support for all ICT equipment and peripherals. Performs diagnostic tests to determine faulty components, replaces defective components, and have the components repaired by contractors if they cannot be repaired by the IT Systems staff.
- Advise and research IT management trends, technical problems, and the need for hardware and software upgrades, ensuring that technology enhances Mission productivity and continuity.
- Liaise with senior officials in the USAID/W Chief Information Officer (CIO) on Mission-wide network management.
- Ensure CIO initiated strategy, vision, and specific projects are implemented in a timely and efficient manner.
- Manage the implementation of network user management by providing accessibility to Mission network resources, including, but not exclusive to email, internet/intranet, public folders, and IT training programs.
- Manage USAID/Liberia Local Area Network (LAN) and Wide Area Network (WAN), including servers and a complex collection of LAN devices and equipment that supports 107 users.
- Perform systems administration functions on all platforms supported. These functions include adding, deleting, and modifying user profiles, managing network passwords, and controlling access rights to directories and files.
- Foster the creation, and development, of customer service feedback methods in order to assess and monitor customer interests, experiences, and participation.
- Manage the iPhone and iPad service for USAID/Liberia ensuring users access the service while in the country and anywhere in the world where service exists.

- Manage the return on IT investment and minimize total cost of ownership by evaluating all new software and hardware for conformance to Agency needs.
- Monitor capacity, and performance, on the network, manage system configuration.

B. System Reporting Requirements, Procurement Plan, Budgeting, and Supervision (20%)
- Directly supervise two Computer Management Assistants.
- Provide appropriate orientation, training and guidance to USAID structured on-the-job training, familiarization with system policies and configuration. Conduct periodic assessment of the IT team's progress.
- Oversee the development, tracking, and implementation of procurement plans for the acquisition of IT equipment for USAID/Liberia offices by evaluating, prioritizing, and participating in regular, or special meetings, and in one-on-one consultations with USAID managers regarding operations, policy, practice, procedures and problems relative to USAID technology, operational needs and staff training needs.
- Prepare reports to client management, as requested/required on the status of the computer network weekly, monthly, or quarterly basis.
- Oversee the technical specifications for desired hardware and software, liaising with vendors on pre-sale technical issues and warranty administration.
- Inventory all hardware and software, including PCs, printers, servers and telecommunications equipment and prepare reports as requested/required.

C. Telecommunications Support (15%)

- Liaise with Liberian Telecommunications Company senior officials to ensure connectivity is at acceptable levels for staff to accomplish their work. Regularly meet with the local government Internet Service Provider (ISP) office to discuss policies related to Internet filtering and other monitoring issues that affect Internet connectivity.
- Manage DTSPO satellite circuit for USAID/Liberia as a backup Internet connection.
- Ensure the Internet connection is at an acceptable level for staff to access IT resources. Ensure the local ISP provides timely service.
- Manage and monitor local loops to connect with the Embassy or other USAID facilities locally.
- Interface with Embassy telecommunications staff, the local telecom and IRM/TCO to analyze, troubleshoot, maintain, and monitor connectivity.
- Manage the backup connectivity to AidNet through satellite connections to ensure back-up operations provide continuity to the Mission during failure with the local ISP's service.

D. IT Security and Contingency Planning Compliance (15%)

- In conformity with Information Systems Security Officer (ISSO) guidelines, enforce IT security by ensuring USAID/Liberia has zero, or negligible, vulnerabilities and all network resources meet Agency approved security guidelines.
- Create, develop, implement, enforce, and when necessary, update Mission standard policies, guidelines, and procedures pertaining to the Management of Information Resources (ADS 541, 545, 548, NIST, etc.).
- This includes Mission Orders, Mission Notices, and relevant information technology.

- Prepare, update, and enforce system security and contingency plans.
- Design, improve, and upgrade USAID/Liberia hardware and software support systems in compliance with Agency standard requirements and regulations.
- Review, implement, and test, Disaster Recovery and Business Continuity Planning procedures and ensure Mission data is safeguarded and prevent accidental loss of data.
- Ensure, and review, appropriate permissions to access various resources in compliance with CIO IT policy and deploy non-default complex passwords.
- Escalate all security incidents promptly reported to the Mission ISSO and take remedial steps to educate, and inform, staff on security violations.

E.   Project Support, USAID Developed Applications, Financial Management Systems Support   (10%)
- Provide Technical Support and play an advisory role to Development Objective Teams' ICT project implementations. Provide procurement, planning, monitoring, and analytical support as required.
- Work closely with the designated Application Coordinators, or other staff, within respective user offices to assist in the implementation, and operation, of the various USAID-developed applications.

F. Information Systems Strategic and Change Management Planning (10%)
- Develop new configurations to accommodate changes in the network due to mission staff size fluctuations, physical office moves, or other environmental changes. This work will be done in conjunction with DOS/ISPs, and IMO staff, using standard AID-DOS hardware/software/network configurations and involves designing the layout of networking equipment and wiring to support LAN/WAN connections. The Systems Administrator/Manager may be required to interface with vendors when the mission procures new hardware/software, and to facilitate/manage shipping, warranty, and maintenance issues.
- Systems Manager will be responsible for the Change Management (CM) process to plan for, implement, and document major network changes. A Change Management (CM) process should be in place to cover technical work that may have a serious impact on the network in terms of availability of services or performance. This process ensures that the end users, and mission management, are aware of the technical work to be executed ahead of time and that adequate resources to carry out the work are available. A Change Management (CM) plan should also outline the expected results and include a detailed "bailout" plan in the event the work fails.

Supervision controls
Reports directly to the Supervisory Executive Officer who provides general policy guidance and direction. The incumbent carries out most responsibilities with minimal oversight, including direct interaction with Information Technology staff and Mission users.

Supervisory Relationship
The incumbent supervises, assigns work, and provides guidance and training to two employees at CCN-9 grade.

12. PHYSICAL DEMANDS
The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

1. **Education:** Minimum of bachelor's degree in computer sciences/Technology field, or Information Systems, is required.

2. **Prior Work Experience:** Minimum of Five (5) years of progressively responsible technical, and administrative, computer operation experience is required.

3. **Work/Residency Permits:** For applicants who are not Liberian Citizens, valid work and/or residency permits allowing work in Liberia are required. **This information should be clearly stated in the application package.**

4. **Language Proficiency:** Proficiency in speaking and writing English Level IV (fluent) is required.

III. EVALUATION AND SELECTION FACTORS

The Evaluation Factors listed below will be the basis for evaluating and ranking applicants for the position. Applicants will be scored based on the documentation submitted within the application, and their oral interviews.

1. **Selection Process**
After the closing date for receipt of applications, a committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. As part of the selection process, the most qualified candidates will be interviewed. Reference checks will be made only for applicants considered as finalists. The applicant's references must be able to provide substantive information about his/her past performance and abilities.

2. **Evaluation Factors**
Those applicants who meet the minimum education and experience qualifications will be evaluated based on the content of their application as well as on the applicant's writing, presentation, and communication skills. Applicants should include their name and the announcement number at the top of each additional page. Failure to specifically address the Evaluation Factors will result in the applicant not receiving full credit for pertinent experience.

FACTOR #1: Please describe how your technical, administrative, and operations experience directly relates to the major duties and responsibilities of this position.

3. **Basis of Rating**

   Applicants determined to be competitively ranked will also be evaluated on their interview performance and satisfactory professional reference checks. The Applicant Rating System is as follows:

Evaluation Factor	50 points
Interview Performance	50 points
Total Possible Points	100 points

   Interview questions will revolve around the candidate's ability to:
   - Respond in a clear and concise manner to a series of questions about your experience, skills, goals, and other areas.

IV. SUBMITTING AN OFFER

Applications must be submitted electronically by email with the subject line **VA-669-21-000010 –** Computer Management Specialist (Systems Manager) LiberiaHR@usaid.gov

Applicants may submit an application package prior to the closing date and time specified in Section I, item 3 mentioned above unless revised.

Qualified applicants must submit the following documents, or their applications will not be considered for this position:

1. A current curriculum vitae (CV) or resume, not to exceed 3 pages.
2. A minimum of three (3) professional references with telephone and email contacts, who are not family members or relatives, with working telephone and email contacts. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor.
3. A narrative of not more than 250 words how your qualifications meet the Evaluation Factor above.

Candidates who are applying for this position must fully meet the education requirement (graduated and degree and/or diploma already received) as specified. At the time of applications, candidates must also meet in full the work experience requirement. There is no exception to these requirements.

Short-listed candidates may be requested to provide educational documents such as transcripts for degrees, diplomas, certificates, and other pertinent documents as needed.

Any attachments provided via email must be compatible with Microsoft Word or PDF and not zipped. Note that attachments to email must not exceed 25 MB. Incomplete applications will not be considered.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.